Oscar Brown Jr.

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SENIOR LEVEL PROJECT MANAGER

IT Program & Change Management Leader with over 18 years of technical experience coupled with a total of 25 years of Professional expertise across engineering, technology, and strategic project leadership. Proven ability to successfully drive and deliver large-scale, complex initiatives across the full project lifecycle—consistently aligning technology solutions with strategic business goals. Recognized for spearheading enterprise-wide transformation programs, with deep specialization in Change Management, Data Governance, Data Center to Cloud migrations, and Mainframe retirement initiatives. Adept at managing risk in highly regulated and dynamic environments, ensuring operational continuity and regulatory compliance. A trusted advisor to executive leadership and a mentor to high-performing teams, known for building credibility, fostering stakeholder alignment, and delivering measurable outcomes. Skilled in navigating high-pressure, deadline-driven environments while balancing strategic planning, cross-functional collaboration, and customer-centric solution delivery. Possesses hands-on expertise in Data Lifecycle Management, cloud modernization, enterprises delivery, with a strong foundation in ERP systems integration, CRM, cybersecurity, risk management, and regulatory compliance. Demonstrated ability to deliver tailored solutions that drive business transformation & customer growth.

KEY SKILLS & QUALIFICATIONS

- Project Management
- Leadership & Operations
- Change Management
- Waterfall/Agile/IT-Risk

- Data Governance
- Service Now/Jira/Confluence
- AWS Cloud/Datacenter
- Microsoft Azure AI

- IT-Service Management
- ITIL-v4/Infrastructure
- Dev-Ops/IT Team operations
- Legacy Mainframe Decomp

PROFESSIONAL EXPERIENCE

Catholic Health Service Technical Project Manager
Jul 2025 to Oct 2025
Responsible For:

At **CHS**, I was engaged to support an emergency technical data center migration within the healthcare network, leading the planning and execution of critical technology initiatives across both clinical and operational environments. The duties were:

- Lead the full project lifecycle: initiate, plan, execute, monitor/control, and close healthcare IT projects.
- Define project scope, goals, and deliverables in collaboration with key stakeholders.
- Develop detailed project plans, timelines, resource allocations, and budgets.
- Manage cross-functional teams including clinicians, IT staff, operations leaders, and third-party vendors.
- Oversee implementation of EHR enhancements, clinical application rollouts, integration initiatives, infrastructure upgrades, and compliance-related IT projects (e.g., HIPAA, HITECH).
- Prepare & deliver status reports to executives, and stakeholders while managing the project risk and issue log.
- Ensure projects adhere to internal PMO standards, best practices, and regulatory requirements.
- Facilitate stakeholder engagement, including end-user training and change management activities.

My approach to the network migration emphasized strong accountability and clear communication, ensuring all requirements were implemented securely, efficiently, and in full alignment with CHS enterprise data strategy and compliance standards.

Wipro Technical Project Manager (PwC, Humana, & Verizon)
Sept 2021 to Jun 2025
Responsible For:

At **PwC**, I Served as a Scrum Master in an Agile environment and as an IT Project Change Manager, with responsibility for cultivating and sustaining strong, trust-based relationships with client leadership and cross-functional project teams. Focused on driving alignment, transparency, and collaboration across all phases of strategic initiatives, including a high-impact, enterprise-wide AI transformation. Ensured consistent Agile delivery practices and stakeholder engagement throughout project lifecycles. Brought forward experience with ERP systems and CRM platforms to support integration, streamline workflows, and enhance business outcomes across organizational functions and Automation Ansible.

- Established a structured organizational management framework to support the implementation of AI at scale, incorporating data governance principles to ensure the integrity, privacy, and compliance of enterprise data assets.

- Collaborated with senior client stakeholders across multiple workstreams, fostering organizational alignment and ensuring delivery of high-impact results; while Facilitated communication across business leaders, and all.
- Attended the Change Advisory Board (CAB) meetings to ensure all network compliance requirements were met for VMware upgrades along with AI project delivery timelines. Ensuring Cybersecurity Teams (Red/Blue) are satisfied.

At **Humana**, I served as an IT Change Project Manager overseeing Agile teams for the State of Indiana Medicaid enterprise-wide delivery of software and application solutions within the complex landscape of healthcare information technology. The role demanded deep cross-functional expertise across clinical systems, pharmacy, IT enrollment services, finance, legal/HR, HIPAA, and provider operations, while leveraging experience with ERP systems, CRM, and EPIC to ensure seamless integration, clinical workflow optimization, and stakeholder alignment across all delivery streams. My responsibilities included:
- Led end-to-end project delivery for enterprise applications, aligning technology initiatives while ensuring regulatory and operational compliance. That's managing Teams that are up/down stream and keeping the data flowing.
- Oversaw critical phases of the project lifecycle, including risk management, change order governance, and the successful execution of Go-Live documentation and readiness reviews, while ensuring Teams are getting their needs.
- Managed the complete testing lifecycle—including System Integration Testing (SIT), User Acceptance Testing (UAT), and Quality Assurance (QA)—to ensure solutions met all business (MVP) and technical requirements.

My approach emphasized strong governance, accountability, and communication, ensuring requirements were implemented securely, efficiently, and in alignment with Humana's enterprise data strategy and compliance standards.

For **Verizon**, As an IT Change Release Manager at Verizon, I was responsible for overseeing the end-to-end release lifecycle across multiple Agile teams, supporting mobile devices and enterprise-wide hardware/software products within Verizon's global network ecosystem. My scope included smartphones, tablets, IoT hardware, and managed enterprise solutions, ensuring seamless coordination across teams. I attended Change Advisory Board (CAB) meetings to confirm full Network compliance and GitOps for deployment. Additionally, I leveraged experience with CRM platforms to enhance release tracking, improve stakeholder communication, and support integrated product delivery. Key, responsibilities included:
- Led the full release lifecycle, from planning and testing to deployment and post-release support, ensuring seamless integration across both consumer and enterprise environments.
- Managed cross-functional coordination with Agile and Waterfall program teams, aligning release milestones with strategic business goals and operational timelines.
- Spearheaded the implementation of Verizon's release management framework, integrating on/offshore data center requirements, while deploying critical applications across the enterprise.
- Oversaw comprehensive testing and release tracking, ensuring regulatory compliance, security protocols, and customer experience readiness were achieved across all deployments.
- Delivered multiple large-scale, global network releases, significantly enhancing Verizon's service capabilities and operational efficiency.
- Ensuring proper data classification, retention, and access controls for all data managed or transferred during releases.
- Collaborating with information security, compliance, and risk teams to enforce data privacy, auditability, and regulatory alignment, especially in deployments involving customers or operational data.
- Monitoring and maintaining data integrity and traceability across interconnected systems, aligning releases with Verizon's broader data governance and digital strategy.

Through effective leadership and structured governance, I enabled Verizon to consistently deliver secure, compliant, and high-quality technology solutions throughout their Global Network.

Cigna Delivery Manager, (Consultant)
Apr 2021 to Aug 2024
<u>Responsible For:</u>
Program Delivery Manager | Cloud Migration (AWS) | Agile Program Management | Enterprise Modernization | Cross-Functional Leadership. Served as Delivery Manager (DM) overseeing end-to-end execution of a $120M State program, ensuring all team dependencies were effectively tracked and completed on schedule. Maintained strict adherence to enterprise standards, regulatory compliance, and timely resolution of all delivery issues to support successful program outcomes, including the deployment and ongoing support of mission critical applications. Played a key role in the decommissioning of mainframe systems and migration of applications from undisclosed data centers to AWS Cloud services, supporting enterprise scalability, cost efficiency, and system flexibility.

- Led cross-functional Agile program teams including Clinical, Pharmacy, IT Enrollment, Finance, Legal/HR, and Provider groups to ensure EPIC system is properly aligned & the sprint commitments and roadmap objectives are met.
- Directed the coordination, scheduling, & assignment of release tasks, managing team dependencies and providing oversight of all Team members On/Offshore. Providing End-Of-Week Box report to leadership for project performance.
- Facilitated successful delivery by negotiating cross-functional resource availability and mitigating risks to ensure timely achievement of milestones and strategic goals for State and Federal clients.
- Provided Oversight for the Modernization initiatives/tech refresh efforts such enabled seamless application transformation by supporting teams in grooming legacy mainframe network applications to AWS cloud instances, with a focus on inpatient healthcare systems. Manage End-to-End Testing ensuring MVP items have been met.

ConvergeOne Technical Project Manager
Jan 2021 to Mar 2021
Responsible For:
Brought in to analyze work cycles, data trends, operation model and to break down organization barriers that lay between the client and project teams. Analyze Schedule and Coordinate and Prioritizing of staff resources for large scale Project implementations. Keyed in on AWS Cloud Infrastructure Networks, Client environment upgrading as it pertains to software and connectivity. Reviewing End-To-End projects and Managing the Data Center integration projects and life Cycle.

Cisco Technical Project Manager (Bank of America)
Sept 2018 to Jan 2020
Responsible For:
As an IT Change Project Manager, I lead the end-to-end delivery of data center integration initiatives, aligning technology through the Agile landscape. I provide solutions aligned with business objectives through proactive risk management, schedule control, and structured change governance. I leverage performance dashboards and a standardized operating model to track progress, optimize resource utilization, and deliver results on time and within budget—while effectively managing stakeholder expectations. My role includes overseeing mission critical datacenter deployments, ensuring operational continuity and high availability across enterprise environments. I was Response for:
- Led the configuration and deployment of essential infrastructure components, including VPNs, VLANs, port activations, VMWare environments, and enterprise-wide software replacements.
- Successfully deployed the Next-Generation Active Directory platform across all Bank of America (BOA) data centers, strengthening security, access controls, and system standardization.
- Spearheaded the enterprise-wide implementation of AWS Cloud infrastructure, enhancing global scalability and optimizing network utilization across Bank of America ecosystem.
- Directed Incident-Based Reporting (IBR) team, establishing a centralized change control process for team synergy
- Enforced data classification, access control, and compliance during infrastructure transitions & cloud migrations.
- Integrated data integrity and lineage protocols into Active Directory and cloud systems to ensure traceability and audit readiness.
- Collaborated closely with security, compliance, and governance teams like CJIS, to align project execution with internal policies and regulatory standards for secure and compliant data handling.

Smart Source Technical Staffing Solution, (Consult)
Sept 20 _18 to_ **Feb 2019**
Responsible For:
Served as Subject Matter Expert (SME) for Data Center product research for company IT needs & growth. Developed roadmaps of client commercial equipment to AT&T network and Cloud Hosting & VMWare. Identifying areas of risk and support training development for employees and staff members. Liaise with Technical Support Teams and Manage SLAs in order to get the best service for the company.

Pro-Em Event Management Service Manager (Consult)
Sept 20 _16 to_ **May 2018**
Responsible For:
I manage delivery of Security Personal and equipment statewide for different events. Depending on the client orders, which may range from 3 people to 500 and the same goes for equipment. I also resolve disputes that may arise from the public and staff. Lastly, I ensured that the client terms have been met and satisfied.

Rush Courier of Arizona Night Operations Manager (Consult)
Nov 20 *16 to* **Sept 2017**
Responsible For:
I manage delivery of Medication for Omnicare Pharmacy throughout the State of Arizona with a crew of 12 to 18. depending on the night and the amount ordered. I Serving as primary point of contact for all issues/technical questions. from internal team to external customers. Maintain good visibility for all client's issues, so I may quickly resolve these, issue that may arise on-occasion. Invoice customer once delivery has been completed and approve pay role for the employees and the end of shift. Training crew members on HIPAA guidelines when dealing with the end-user's clients.

Telehealth
Aug 2013- July 2015
Infrastructure IT Project/Service Manager – Western Region (Remote)
As an Infrastructure IT Project and Service Manager supporting the Western Region, I provided end-to-end project leadership for Telehealth initiatives, with a specialized focus on datacenter network communication systems and devices. I successfully managed remote, cross-functional teams across the U.S., serving as the Single Point of Contact (SPOC) for all project-related communications and execution. I completed 9 hospital datacenter deployments, ensuring infrastructure readiness, operational reliability, and seamless integration of mission-critical healthcare technologies and ensuring NIST for all hospital. I was responsible for Agile teams and directing:
- Directed full project along with Datacenter buildouts, overseeing planning, execution, and delivery across geographically dispersed teams, while ensuring alignment with organizational goals and customer expectations.
- Managed resource allocation & vendor coordination, deploying vendors to meet critical project milestones
- Acted as a strategic advisor to clients, influencing procurement and decision-making processes through value-driven communication and business insight.
- Led the prioritization of workstreams, ensuring timely delivery & responsiveness in a dynamic, multi-project.
- Oversaw essential project functions, including receivables, invoicing, inventory control, SOW management, process documentation, & technical coordination through structured conference calls with stakeholder

Phoenix Communications
Jan 2013 to Aug 2013
Infrastructure Project Manager (Consult)
Project Coordinator & Technical Lead – Infrastructure Upgrades Provided seamless coordination and logistics management between national leadership, installation technicians, and end-user sites to ensure successful project execution. Developed detailed project schedules by identifying critical processes to optimize delivery efficiency. Collaborated closely with operations management as the technical lead for all projects and statewide rollouts, overseeing financial planning and resource allocation to determine the appropriate installation team size. Acted as the primary point of contact for end users, the Network Operations Center (NOC), and customers, facilitating clear communication and issue resolution throughout the project lifecycle. Managed the infrastructure upgrade, installation, and provisioning of Target POS networks across Arizona, ensuring adherence to technical and operational standards. Developed project sprints incorporating billing milestones and managed the processing and submission of final invoices to customers, maintaining financial accuracy and transparency.

Qwest *Communications*
Nov 2007 to Nov 2012
Senior Infrastructure Project Manager (2007 - 2012)
Oversaw multiple concurrent projects through all phases of development, managing both internal teams and external vendors to ensure seamless execution. Proactively monitored workflows and adjusted timelines as necessary to meet delivery milestones. Analyzed financial and operational reports to optimize project portfolios, evaluating the necessity of ongoing initiatives and submitted Statements of Work (SOW). Collaborated closely with cross-functional partners to communicate findings and identify opportunities for strategic growth. Developed comprehensive status reports, cost estimates, and resource plans critical to Salesforce operations. Leveraged data extracted from Oracle-based systems including TURKS, ASPEN, QSS, and OSP-FM to inform decision-making and project tracking. Applied industry best practices by managing and maintaining project methodologies such as Agile, Scrum, and ITIL, aligning IT Service Management (ITSM) frameworks with customer requirements to enhance project governance and delivery effectiveness.

Datacenter, Support Engineer, Phoenix Az. (Ensynch, NIC, Kforce, Contract)
Oct 06 to Oct 07
Network Principal Support Implementation Engineer

Network Implementation Engineer & Mainframe Consultant Over the past six months, served as a consultant to multiple organizations, primarily functioning as a Network Implementation Engineer responsible for the deployment and management of Network Services hardware, software, and associated utilities across diverse business units.
Key responsibilities included:

- Conducting comprehensive planning and high-level design of complex local and wide area networks (LAN/WAN), with continuous performance monitoring to ensure optimal system functionality.
- Providing technical leadership and strategic guidance to IT teams and enterprise stakeholders regarding data networking systems, operational requirements, and the impact of evolving technologies on business objectives.
- Managing client infrastructure, implementing and documenting system changes, & ensuring team alignment
- Facilitating collaboration between Network Services and other IT departments, spearheading enterprise-wide configuration adjustments and deploying security solutions to uphold network integrity.
- Monitoring system operations, including Active Directory management and Disaster Recovery planning,
- Delivering regular status reports to management and clients throughout all project phases, proactively communicating any deviations or risks, and completing ad hoc assignments as directed.

This role combined hands-on mainframe systems knowledge with advanced networking expertise to optimize enterprise infrastructure, improve security posture, and enhance operational resilience.

DHL I.T. Support Center, Scottsdale Az. (Ensynch Contract)
Jun 05 to Oct 06
Blackberry Network Administrator Support Engineer III
I served as the Blackberry Network Administrator (single point of contact) for the United States, Central America, and Canada. Responsibilities are but not limited to:

- Received, configured, and shipped blackberry handheld device to all DHL approved employees.
- Provided Tier I, II, & III Technical support to all end users and served as a technical sounding board to Level II supporting staff & I. Provided them with support and direction when needed.
- Managed and maintained vendor relationships. This position allowed me to interface directly with 3 different vendors: T-Mobile, Sprint Nextel, and Cingular. DHL at a worldwide level.

Best Western NOC, Phoenix, AZ. (Ensynch Contract)
Oct 04 to June 05
Network Design & Implementation Engineer Network Engineer – High-Speed Internet and Wireless Infrastructure
Assisted properties in achieving High-Speed Internet (HSI) requirements by designing and implementing network architectures that ensure comprehensive coverage across the entire property layout, maintaining consistent and reliable connectivity for all users. Key responsibilities included:

- Designed and selected network architecture optimized for maximum coverage, incorporating overlapping signal zones to prevent connectivity gaps.
- Provided Level II technical support and guidance to Level I technicians, assisting hotel staff and guests with connectivity issues and facilitating secure guest access through VPN connections.
- Monitored and documented system and wireless network performance metrics, generating detailed reports related to connectivity incidents and resolutions.

This role combined technical expertise in wireless network design, vendor management, and multi-tiered support to deliver superior broadband services in hospitality environments.

DHL, I.T. Infrastructure Support Scottsdale, AZ. (contract)
Apr 04 to Oct 04
Infrastructure Network Project Manager
Project Manager – Telecommunications Network Infrastructure & Mainframe Integration
Led project management efforts for Alliance Consulting overseeing the installation, activation, and testing of new telecommunications network servers supporting voice and data communications across over 735 global DHL locations.
Ensured seamless integration with existing mainframe systems to maintain robust global connectivity.
Key responsibilities included:

- Coordinated deployments across up to 18 sites weekly throughout the United States, acting as the primary liaison between DHL management and site teams during system upgrade initiatives.
- Maintained continuous communication with DHL stakeholders & Alliance Consulting through daily status reports.
- Managed multiple vendors and consultants nationwide, including drop shipping of critical equipment to ensure timely delivery and minimize project delays.
- Served as first and second-level support contact for site managers, providing training and guidance on new equipment functionality and operational procedures.

This role required a strong combination of mainframe systems knowledge, telecommunications infrastructure expertise, and cross-functional project leadership to deliver scalable, high-performance network solutions across a global enterprise.

Volt Telecom Group Network Tech III, Tempe, AZ (Volt contractor)
Oct 03 to Apr 04
Network Video & High-Speed Installation Technician Installation and Service Engineer – Digital Video & High-Speed Internet Led the end-to-end installation and deployment of digital video equipment and high-speed internet services, acting as the primary coordinator and technical specialist for all project phases. Diagnosed and resolved video quality issues to ensure optimal customer experience. Managed the provisioning of equipment through the TURKS system, coordinating logistics and configuration to meet service requirements. Consistently recognized for exceptional dependability, performance, and quality of work, earning top ratings in performance evaluations.

FXI Communications Field Engineer, Houston, TX (contract)
Jan 03 to Aug 03
Field Network Installing Technician Field Engineer – Customer Support & Telecommunications Installation
Served as the sole on-site representative for the company in the Phoenix region, acting as the primary point of contact for all customer care and technical service needs. Represented the public image of the organization with a strong focus on professionalism, responsiveness, and customer satisfaction.
Key responsibilities included:
- Operated independently as the only FXI Engineer in the Phoenix area, with remote management located in California and centralized support services based in Houston.
- Managed the full project lifecycle, including order coordination, equipment receipt, scheduling, installation, and customer follow-up—delivering comprehensive, end-to-end service for each engagement.

This role required exceptional self-management, technical skills, and a customer-first mindset, successfully bridging remote operations with local execution to uphold service excellence.

Qwest Volt Telecom group I.T. Infrastructure, Tempe, AZ. (contract)
Aug 02 to Aug 03
Network Project Manager
Mainframe Engineer – Project Coordination & System Provisioning Served as a Mainframe Engineer with key responsibilities in overseeing end-to-end project execution, vendor management, and provisioning of telecommunications infrastructure. Provided technical leadership and operational oversight across multiple job sites to ensure on-time delivery and system performance. Key responsibilities included:
- Managed subcontractor teams, ensuring alignment with project scope, quality standards, and safety compliance.
- Oversaw the provisioning of equipment using the TURKS (Mainframe system), coordinating configurations and deployments in accordance with mainframe-integrated network requirements.
- Supported the deployment and integration of the Cisco Unified Communication System, contributing to seamless voice/data communication upgrades within the enterprise infrastructure.

Mountain Telecom Incorporated, Mesa, AZ. (contract)   **Apr 02 to Jul 02**
Central Office Engineer II Mainframe Engineer – Network Maintenance & Provisioning Responsible for the daily operations and maintenance of mainframe-integrated telecommunications systems, ensuring seamless network performance and system reliability. Managed the provisioning of equipment through TURKS (Mainframe System), coordinating the end-to-end setup and configuration of critical infrastructure components.
Key responsibilities included:
- Fiber splicing and T1 circuit testing, including acceptance and service turn-up to validate performance and connectivity.
- Collaborated with the Qwest High-Capacity Group and field technicians to conduct joint system testing, ensuring network integrity and compliance with operational standards.
- Performed configuration updates and maintenance tasks on Digital Access Cross-Connect Systems (DACS) and managed mainframe-related operations on DMS and MTX systems.
- Executed weekly system backups on the DMS for billing accuracy and disaster recovery preparedness, maintaining data integrity across operational platforms.
- Installed and configured equipment supporting MUX to DS3 connectivity, including hanging cables, system wiring, and hardware setup to support high-capacity network links.

This role required strong expertise in mainframe system maintenance, telecommunications infrastructure, and collaborative troubleshooting to support high-availability services across a complex, multi-vendor environment.

Arizona Public Service, Phoenix, AZ. (contract)
Mar 01 to Aug 01
RF Design Network Engineer II
Served as a Mainframe Engineer responsible for upgrading legacy radio communication systems, integrating both hardware and software components to enhance system reliability and performance. Leveraged expertise in COBOL programming to support backend logic for control systems, alarm routing, and data handling processes embedded within the mainframe environment.
Key responsibilities included:
- Designing and engineering circuit pathways and fiber optic routes with built-in protective relay functions to ensure system redundancy and fault tolerance.
- Creating alarm and control signal routes to enable real-time monitoring and proactive alerting.
- Installing and configuring base control units and ensuring seamless integration with mainframe-driven operations logic.
- Managing all project logistics, from procurement and vendor coordination to on-site construction and system commissioning.
- Leading cross-functional meetings to align construction, engineering, and IT departments on design implementation and timeline execution.

Performed detailed cost analyses to identify and procure optimal equipment within budget constraints. Assessed communication pathways for propagation loss, signal effectiveness, and system resilience. Conducted DC load power calculations to support upgrades and expansions.
Documented all designs using AutoCAD R14/2000 and Visio, ensuring clarity and accuracy for future reference and compliance. Combined technical acumen in mainframe systems, COBOL-based logic, and infrastructure engineering to deliver scalable, high-availability communication solutions.

GST / Time Warner Telecom, Phoenix, AZ. (contract)
Oct 00 to Oct 01
Field Transport Engineer
Telecommunications Technician – Switch Maintenance & Circuit Provisioning
Provided comprehensive maintenance and operational support for the DMS-500 local switch and associated telecommunications infrastructure, ensuring high availability and minimal service disruptions. Responsibilities included end-to-end circuit provisioning, verification of service orders, and installation/programming of channel banks. Regularly configured and updated Titan and Alcatel DACS 1631/1630 systems, with additional oversight of mainframe systems involved in switch operations.
- Conducted routine system and mainframe backups, including switch dumps to SLM tape, while actively monitoring and clearing switch alarms. Performed hardware replacement, such as faulty switch card swaps, to preserve network integrity.
- Utilized T-Bird test sets for end-to-end testing and validation of T1 customer circuits, ensuring successful turn-up and optimal performance.
- Verified switch translations, installed jumpers at DSX panels, and executed thorough testing to confirm service quality and compliance.
- Partnered with Central Office Technicians (C-LEC) to provision and test DS0, DS1, and DS3 circuits, supporting timely and accurate service delivery to customers.
- Maintained and documented system operations in accordance with mainframe and network protocols, ensuring seamless integration across platforms.

Alpha Technologies, Phoenix, AZ.
Oct 99 to Oct 00
Field Project Manager
Project Manager – Power & Cable Infrastructure Deployment Served as Project Manager overseeing a team of 72 subcontractors responsible for the timely and accurate installation of Alpha Technologies power supply units. Maintained a 24/7 on-call status to ensure rapid decision-making and issue resolution, supporting continuous operations and minimizing service disruptions. Key responsibilities included managing the end-to-end installation, activation, and testing of Alpha Technologies ground-mount power systems—including battery and generator units (up to 5KW)—in alignment with Cox Communications infrastructure requirements. These systems supported both residential and commercial broadband networks, serving as critical junctions and routing nodes. Directed the design and implementation of new cabling layouts, including copper and fiber splicing, and led the replacement of legacy cables to uphold network performance and

compliance with engineering specifications. Acted as the primary liaison for customer communication, consistently resolving service concerns and ensuring customer satisfaction through proactive engagement and technical problem-solving.

MCI WorldCom, San Antonio, TX.
Aug 95 to Sept 99
Local Network Operations Maintenance Technician
Lead Technician III – Network Operations & Mainframe/Switch Management
WorldCom
Progressively promoted from Technician to Lead Technician II and ultimately to Technician III due to exceptional technical proficiency and leadership. Responsible for diagnosing and resolving network-related trouble tickets using internal monitoring systems, with a focus on customer-facing circuit issues and escalations.

- Actively managed mainframe-based network monitoring and diagnostic tools to detect, triage, and resolve service-affecting events across various platforms, including DMS-500, Ericsson, and 5ESS switching systems.
- Provided end-to-end circuit troubleshooting, signaling validation, and service complaint resolution in coordination with customers, vendors, and Local Exchange Carriers (LECs).
- Supported provisioning and implementation efforts, assisting Implementation Engineers in configuring line coding and translations, and programming telecommunications equipment through the TURKS mainframe system.
- Upon promotion, I led a team of local maintenance technicians, overseeing day-to-day activities, balancing workload, and compliance with service-level agreements (SLAs) for timely trouble ticket resolution.
- Served as the primary escalation point for critical incidents, ensuring fast-track issue resolution and cross-functional alignment across operations and engineering teams.
- Acted as a subject matter expert on switching systems and mainframe-controlled infrastructure, reinforcing operational excellence, reducing downtime, and optimizing system performance.

Air Force Officer Pilot Training
Dec 96 to Sept 97
Air National Guard, Ellington Field Houston TX.
Sept 97 to Oct 06
United States Air Force Reserves Glendale, AZ.
Oct 06 to Dec 10
CAPTAIN 944 CES/CEO
As Operations Officer for the 944th Civil Engineer Squadron at Luke AFB, I led 150 Airmen, managing all logistics, resource planning, and execution of Statements of Work (SOWs) within a $60 million budget, with delegated signing authority up to $50K. In a dual role as Military Engineer and Project Manager, I directed critical infrastructure initiatives, including data center building upgrades, water purification systems, vertical construction, HVAC operations, heavy equipment deployment, power generation, fire protection, disaster recovery, and homeland defense efforts. This role honed my leadership and personnel management skills while ensuring unit readiness for global deployment. I effectively coordinated with group commanders and technical area managers across multiple engineering disciplines to achieve cohesive mission execution, operational excellence, and strategic support of national defense priorities.

CORE PROFIENCY & COMPETENCIES:

Project Management | Leadership & Supervision | Operations & Efficiencies | Waterfall & Agile | Agile/Scrum/ITSM/ITIL | Kanban/ Scrum | Jira/Confluence | Smart Sheets | Share Point| HPC/High Throughput Computing | Cloud/AWS/Datacenter | Dev-Ops/IT Infrastructure | Applications consulting: Python, Azure DevOps, SQL Hyperscale, Snowflake, Databricks, Java, C, COBOL, Google Docs, Microsoft Office & Projects, Storage | Daily Standup | Road mapping | Service Ticketing | ITSM Systems | ServiceNow aka SNOW | ADO

PROFESSTIONAL EDUCATION AND TRAINING PROFILE

- **BSEE Electrical Engineering Degree University of** Texas San Antonio Texas
  Graduated Dec 18th, 1996.

- **CAPM Certificate Associate's Project Manager** George Washington University Graduated Apr 7th, 2007.

- **Six Sigma Black Belt** Certificate ID: 1997624 - 2295670 Completed Nov 18th, 2016.

- **PMP ID** Certified No: 3150857 Completed on Oct 15th, 2021.

- **Scrum Fundamentals** Certified No: 878207 Completed Oct 16th, 2021.

- **ITIL-V4** Certified No: GR671426419OB Completed August 20th, 2022.

- **Risk-PMI Certified** Certificate No: 3728113 Completed January 8th, 2024.

- *AWS Cloud Practitioner Essentials* Certified No: AWS04828256 Completed *December 26th, 2024.*

- **Microsoft Azure AI Solution** Certified No: B0FBDB-D14ALF Completed *March 2nd, 2025*

- **Scrum Master Certified No: 1080281** Completed July 7th, 2025